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Reply to Office Action of April 05, 2006

REMARKS

Applicants appreciate the thorough examination of the application that is reflected in the non-Final Office Action dated April 05, 2006, and thank the Office for withdrawing its objections to the Oath/Declaration, and for withdrawing the rejections of claims 4-7, 10-16 and 20-23 under 35 U.S.C. 102(e) as being anticipated by Christfort et al. (US Patent Application Publication 2002/0138617 A1), and rejections of claims 8, 9 and 17-19 under 35 U.S.C. 103(a) as being unpatentable over Christfort et al. (US Patent Application Publication 2002/0138617 A1) in view of Hanson et al. (USPN 6,546, 425 B1). Applicants also thank the Examiner for the courtesies extended during the telephone interview of June 15, 2006.

As noted during the telephone interview, to expedite prosecution of this application, Applicants cancel claims 4, 7-9 and 12-22, and add new claims 24-36. Support for the new claims can be found throughout the drawings and specification, for instance, at paragraphs [0025], [0111] and [0126], [0133], [0140], [0145], [0148-154], and [0166-0169] of the application. After entry these amendments, claims 24-36 (13 total claims; 2 independent claims) remain pending in the application.

Applicants respectfully request reexamination and reconsideration of the application.

Claims Objections

Applicants submit that the cancellation of claim 12 renders the objection to those claims moot.

Claims Rejections Under 35 U.S.C. 101

Applicants submit that the cancellation of claims 13-22 renders the rejections of those claims moot.

Art-Based Rejections

The Office rejects claims 4, 7, 12-16 and 20-22 under 35 U.S.C. 103(a) as being unpatentable over Christfort et al. (US Patent Application Publication 2002/0138617 A1) in view of Freeman et al. (USPN 6,785,713 B1), and rejects claims 8, 9 and 17-19 under 35 U.S.C. 103(a) as being unpatentable over Christfort et al. (US Patent Application Publication

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2002/0138617 A1) in view of Freeman et al. (USPN 6,785,713 B1) and further in view of Hanson et al. (USPN 6,546, 425 B1).

Applicants submit that the cancellation of claims 4, 7-9 and 12-22 renders the rejections of those claims moot.

With respect to claims new claims 24-36, Applicants respectfully submit that these claims are patentable over the previously cited references for at least the following reasons.

<u>Claims 24-29</u>

New independent claim 34 relates to a method for handling an interrupted transaction during operation of a multi-channel application comprising a number of workflow dimensions and being capable of operating over a plurality of channels in a multi-channel system. (Emphasis added.) This method comprises:

      transmitting a first request from a first-type of device for a first session with the multi-channel application over a first channel, wherein the first request comprises a unique identifier associated with a user of the first-type of device;

      associating the first-type of device with the unique identifier such that the first-type of device is designated a first-type of registered device;

      instantiating the multi-channel application for operation with the first-type of registered device over the first channel by **enabling selected ones of the workflow dimensions used by the application when operating with the first-type of registered device over the first channel**;

      storing session data while the first-type of registered device communicates with the multi-channel application over the first channel, and associating the session data with the unique identifier;

      transmitting, if the first session is interrupted before completion of the transaction, a second **request to continue the transaction via a second-type of registered device over a second channel**, wherein the second request includes the unique identifier;

      presenting the user with an option to continue the transaction from a previous point of execution of the multi-channel application; and

      reconstructing the transaction up to the previous point of execution of the multi-channel application based on the stored session data; and

      continuing the transaction with the multi-channel application **over a second channel by instantiating the multi-channel application for operation with the second-type of registered device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel**. (Emphasis added.)

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Applicants respectfully submit that the cited references fail to disclose, for example, "instantiating the multi-channel application for operation with the first-type of registered device over the first channel by enabling selected ones of the workflow dimensions used by the application when operating with the first-type of registered device over the first channel," or "continuing the transaction with the multi-channel application over a second channel by instantiating the multi-channel application for operation with the second-type of registered device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel," as recited in claim 24. Accordingly, for at least the foregoing reasons, Applicants submit that claim 24, and its dependent claims 25-29, are patentable over the cited references. In addition, Applicants submits that many of the dependent claims 25-29 are separately patentable since the cited references fail to teach recitations present in those claims.

<u>Claims 24-29</u>

New independent claim 34 relates to a system for handling an interrupted transaction during operation of a multi-channel application capable of operating over a plurality of channels in the system. (Emphasis added.) This system comprises:

a first-type of device configured to transmit a first request for a first session with the multi-channel application over a first channel, wherein the first request comprises a unique identifier associated with a user of the first-type of device;

a server configured to serve different instantiations of the multi-channel application, wherein the multi-channel application comprises a number of workflow dimensions; wherein the server is further configured to:

receive the first request,

associate the first-type of device with the unique identifier such that the first-type of device is designated a first-type of registered device,

instantiate the multi-channel application for operation with the first-type of registered device over the first channel by enabling selected ones of the workflow dimensions used by the application when operating with the first-type of registered device over the first channel, and

store session data during the first session while the first-type of registered device communicates with the multi-channel application over the first channel, and associating the session data with the unique identifier; and

a second-type of registered device configured to **transmit a second request to the server to continue the transaction via a second-type of registered device over a second channel, if the first session is interrupted**

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>**before completion of the transaction, wherein the second request includes the unique identifier,** and
>>wherein the server is further configured to:
>>>present the user with an option to continue the transaction from a previous point of execution of the multi-channel application,
>>>reconstruct the transaction up to the previous point of execution of the multi-channel application based on the stored session data, and
>>>>**continue the transaction with the multi-channel application over a second channel by instantiating the multi-channel application for operation with the second-type of registered device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel.** (Emphasis added.)

Applicants respectfully submit that the cited references fail to disclose, for example, "a second-type of registered device configured to transmit a second request to the server to continue the transaction via a second-type of registered device over a second channel, if the first session is interrupted before completion of the transaction, wherein the second request includes the unique identifier," or a server that is configured to "continue the transaction with the multi-channel application over a second channel by instantiating the multi-channel application for operation with the second-type of registered device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel," as recited in claim 30. Accordingly, for at least the foregoing reasons, Applicants submit that claim 30, and its dependent claims 31-36, are patentable over the cited references. In addition, Applicants submits that many of the dependent claims 31-36 are separately patentable since the cited references fail to teach recitations present in those claims.
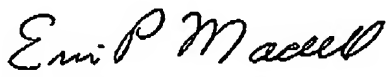
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In conclusion, for at least the reasons given above, all claims now presently in the application are believed allowable and such allowance is respectfully requested. Should the Examiner have any questions or wish to further discuss this application, Applicants request that the Examiner contact the undersigned attorney at (480) 385-5060.

If for some reason Applicants have not requested a sufficient extension and/or have not paid a sufficient fee for this response and/or for the extension necessary to prevent abandonment on this application, please consider this as a request for an extension for the required time period and/or authorization to charge Deposit Account No. 50-2091 for any fee which may be due.

Respectfully submitted,

INGRASSIA FISHER & LORENZ

Dated: June 29th, 2006   By: _Erin P Madill_

Erin P. Madill (Reg. No. 46,893)
(480) 385-5060

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